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Group 2100]

In re application of:

**BILLER, et al.**

Art Unit: 2161

U.S. Serial Number: 09/819,446

Examiner: TBA

Filing Date: 3/31/2001

Our Reference Number: 51207-1070

Title: Customer Care and Billing System

**PRELIMINARY AMENDMENT**

Assistant Commissioner for Patents  
Box: Patent Application  
Washington, DC 20231

Atlanta, Georgia

Sir:

In regard to the above-referenced application, the Applicants submit the following preliminary amendments and remarks to be respectively entered and considered prior to examination.

It is not believed that extensions of time or fees for net addition of claims are required, beyond those that may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. § 1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to Deposit Account No. 20-0778.